

## **AUTOMATIC DETECTING WHEN AN AGENT IS AVAILABLE**

### **ABSTRACT OF THE DISCLOSURE**

5           An arrangement is provided for enhancing the operational capabilities of a call center  
by automatically detecting when an agent is available. When an agent answers a routed call,  
corresponding to a call-back request, the agent enters an agent ID, representing the agent.  
The entered agent ID is encoded into DTMF tones. A telephony server detects the DTMF  
tones.

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